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PTO/SB/21 (modified)  
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Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence during pendency of filed application)</i>	0001/PTO Rev. 10/95	U.S. Department of Commerce Patent and Trademark Office	Application Number	09/782,677
			Filing Date	February 12, 2001
			First Named Inventor	Mark C. Pace
			Group Art Unit Number	2161
			Examiner Name	Not Yet Known
Total Number of Pages in This Submission		5 + Refs	Attorney Docket Number	19538-05784

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Dated:	7.20.01

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IN THE UNITED STATES  
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APPLICANT(S): Mark C. Pace and Thomas W. Cook  
APPLICATION NO.: 09/782,677  
FILING DATE: February 12, 2001  
TITLE: Automated Service Scheduling System Based on Customer Service  
EXAMINER: Not Yet Known  
GROUP ART UNIT: 2161  
ATTY. DKT. NO.: 19538-05784

CERTIFICATE OF MAILING

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Dated: 7.22.01

By: Robert R. Sachs  
Robert R. Sachs, Reg. No.: 42,120

COMMISSIONER FOR PATENTS  
WASHINGTON, DC. 20231

INFORMATION DISCLOSURE STATEMENT  
Under 37 CFR §§ 1.56 and 1.97-98

SIR:

Pursuant to the provisions of 37 CFR §§ 1.56 and 1.97-98, enclosed herewith is modified form PTO-1449 listing references for consideration by the Examiner. A copy is enclosed herewith of each listed reference that may be material to the examination of this application, and with respect to which there may be a duty to disclose.

The filing of this Information Disclosure Statement shall not be construed as a representation regarding the completeness of the list of references, or that inclusion of a reference in this list is an admission that it is prior art or is pertinent to this application, or that a search has been made, or as an admission that the information listed is, or may be considered to be, material to patentability, or that no other material information exists, and shall not be construed as an admission against interest in any manner.

☐ This application relies, under 35 U.S.C. § 120, on the earlier filing date of prior application Serial No. [SERIAL NUMBER], filed on [FILING DATE], and the

references cited therein are hereby referenced, but are not required to be provided in this application under 37 CFR § 1.98(d).

The Information Disclosure Statement submitted herewith is being filed:

- ☒ within three months of the filing date of the application, or date of entry into the national stage of an international application, or before the mailing date of a first official action on the merits, whichever event last occurred;  
OR
- ☐ before the mailing of a first official action after the filing of a request for continued examination (RCE) under 37 CFR § 1.114;
- ☐ after three months of the filing date of this national application or the date of entry of the national stage in an international application, or after the mailing date of the first official action on the merits, whichever event last occurred, but before the mailing date of the first to occur of either:
  - (1) a final action under 37 CFR §1.113; OR
  - (2) a notice of allowance under 37 CFR §1.311; AND
  - ☐ attached hereto is the fee of \$180, as set forth under 37 CFR §1.17(p), for submission of this Information Disclosure Statement under 37 CFR. § 1.97(c); OR
  - ☐ Applicant certifies pursuant to 37 CFR § 1.97(e) that:
    - ☐ each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement;  
OR
    - ☐ no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the person signing this certification after making reasonable inquiry, was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement.
- OR
- ☐ before the payment of the issue fee but after the mailing date of the first to occur of either:
  - [1] a final action under 37 CFR § 1.113; OR

- [2] a notice of allowance under 37 CFR § 1.311; AND  
in accordance with the requirements of 37 CFR § 1.97(d):
- ☐ Applicant certifies pursuant to 37 CFR. § 1.97(e) that:
- ☐ each item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of this Statement; OR
- ☐ no item of information contained in this Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application or, to the knowledge of the person signing this certification after making reasonable inquiry, was known to any individual designated under 37 CFR § 1.56(c) more than three months prior to the filing of this Statement; AND
- ☐ Applicant hereby respectfully petitions for the consideration of the accompanying Information Disclosure Statement under 37 CFR § 1.97(d)(2); AND
- ☐ Applicant submits the petition fee of \$180 as set forth in 37 CFR § 1.17(p).

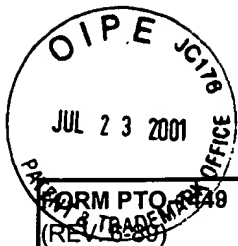
☒ Applicant submits that no fee is required for the consideration of the accompanying Information Disclosure Statement.

Consideration of the listed references and favorable action are solicited.

Respectfully submitted,  
MARK C. PACE ET AL.

Dated: JUL 20.01

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FORM PTO-1449  
(REV. 8-99)U.S. DEPARTMENT OF COMMERCE  
Patent and Trademark Office

Attorney's Docket No.

19538-05784

Serial No.

09/782,677

**INFORMATION DISCLOSURE CITATION**

(Use several sheets if necessary)

Applicants

Mark C. Pace et al.

Filing Date

February 12, 2001

Group Art Unit

2161

**U.S. PATENT DOCUMENTS**

Examiner Initial	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
	5,615,121	03/25/97	Babayev et al.	395	209	
	6,003,013	12/14/99	Boushy et al.	705		
	5,918,209	06/29/99	Campbell et al.	705		
	5,987,421	11/16/99	Chuang	705		
	5,850,344	12/15/98	Conkright	364	479.01	
	5,848,395	12/8/98	Edgar et al.	705	9	
	6,026,375	2/15/00	Hall et al.	705	26	
	5,933,810	08/03/99	Okawa	705	5	
	5,973,619	10/26/99	Paredes	340	994	
	5,774,877	6/30/98	Patterson Jr. et al.	705	35	
	6,049,774	4/11/00	Roy	705	8	
	5,933,354	08/03/99	Shimada et al.	364	478.16	
	5,920,846	07/06/99	Storch et al.	705	7	
	5,006,983	04/09/91	Wayne et al.	364	401	
	5,978,770	11/2/99	Waytena et al.	705	5	
	5,966,068	10/12/99	Wicks et al.	304/	286.01	

**FOREIGN PATENT DOCUMENTS**

	Document Number	Date	Country	Class	Subclass	Translation	
						Yes	No
	05227339	09/13/93	Japan				
	02244260	09/14/90	Japan			Yes	
	62097034	04/20/87	Japan			Yes	
	1295627	11/8/72	United Kingdom				

**OTHER DOCUMENTS** (Including Author, Title, Date, Pertinent Pages, Etc.)

Kuyumcu, A. H., "Gaming with Revenue Management," Talus Solutions, Inc., Scorecard Magazine, pgs. 1-8, Summer, 2000.

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if references considered, whether or not citation is in conformance with MPEP § 609; Draw line through citation if not in conformance and not considered.

Include copy of this form with next communication to applicant.